Questions from the NBS Travel System
Help Points of Contact/Organization Administrator Post-Deployment Meeting
October 16, 2003

Travelers

Adding Travelers

1.	**How are NIH-affiliated travelers added to the NBS Travel System?**
	Answer: All NIH-affiliated travelers come through the NIH Employee Directory (NED). Supplementary information on NIH-affiliated travelers is provided bi-weekly from the HRDB. The traveler must also be added to a group (by an Org Admin using the Group Members utility in the Admin module) and assigned to a routing list in order to travel.
	Resources: Workflow: Adding NIH Affiliated Travelers to the NBS; Org Admin Job Aid: Adding Travelers; Org Admin Student Guide
2.	**How are non NIH-affiliated travelers added to the NBS Travel System?**
	Answer: Non NIH-affiliated travelers are entered through a request by the IC Organization Administrator (Org Admin), and then approved by the Office of Financial Management (OFM). The traveler must also be added to a group (by an Org Admin using the Group Members utility in the Admin module) and assigned to a routing list in order to travel.
	Resources: Workflow: Adding Non NIH Affiliated Travelers to the NBS; Job Aid: Requesting Non NIH Affiliated Travelers; Org Admin Job Aid: Adding Travelers; Org Admin Student Guide
3.	**How does OFM receive the ACH information for non NIH-affiliated travelers?**
	Answer: This information will need to be faxed to OFM at the same time the Org Admin submits the request for the Non Affiliated Traveler.
4.	**How can Travel Planners request that the Organization Administrators add non NIH-affiliated travelers?**
	Answer: There is a request form titled “Non NIH-Affiliated Traveler Request Form” that captures all pertinent information on non NIH-affiliated travelers. This form is located on the NIH Portal in the NBRSS Travel Users community.
	Resources: Job Aid: Requesting Non NIH Affiliated Travelers
5.	**How long does it take for a non NIH-affiliated traveler to be added to the NBS Travel System?**
	Answer: The timeframe for adding non NIH-affiliated travelers is dependent upon OFM workload.
6.	**When will I know that the non NIH-affiliate is available to select for a Travel Authorization?**
	Answer: The Org Admin will receive an email when the non NIH-affiliate traveler has been approved by OFM.
	Resources: Workflow: Adding Non NIH Affiliated Travelers to the NBS; Org Admin Student Guide
7.	**Are PHS Commissioned Corps officers included in the NBS Travel System?**
	Answer: Yes. This information comes from NED.
	Resources: Workflow: Adding NIH Affiliated Travelers to the NBS
8.	**Why does the NBS Travel System use EIN instead of SSN?**

	Answer: The NBS Travel System uses EIN so the SSN will not appear on travel documents or travel system screens.
9.	**How do I add a traveler to a group?**
	Answer: A traveler must be assigned as a group member in order to travel. The Org Admin needs to assign travelers as group members using the GTM Admin module.
	Resources: Org Admin Student Guide; Org Admin Job Aid: Adding Travelers
10.	**Does OFM require Non-NIH Affiliate requests to be entered in a particular format?**
	Answer: Yes, Non-NIH Affiliate requests must be entered into the NBS in all capital letters. In addition, the traveler address information should be entered without abbreviations and special characters. For example, if a traveler submits their address as 134 S. Main St., it should be entered into the NBS as 134 SOUTH MAIN STREET. The guidelines listed here will be included on the Non-NIH Affiliated Request form.

Selecting Travelers

11.	**What if the traveler I am looking for is not appearing on the list of travelers?**
	Answer: You will need to work with your IC's Org Admin to determine if the traveler has a traveler profile and has been added to your IC as a group member.
	Resources: Email tip dated 10/8/03**;** Org Admin Job Aid: Adding Travelers
12.	**Which EIN should I select if there is more than one associated with a traveler?**
	Answer: Most Travelers should only have one record with one EIN, so you will select that record. Organization Administrators and Clinical Patients will have two records with two different EINs, and you will need to pick the record that does NOT begin with OA or CP.
13.	**Will Travel Planners have access to just their staff's travelers?**
	Answer: Planners have access to all travelers assigned to their group, which in most cases is the IC. If a planner does not see a traveler in his/her list of travelers, the Org Admin will need to add the traveler as a group member. Travelers can be members of more than one group.
14.	**How do you "share" travelers?**
	Answer: A traveler can be added to more than one group, giving visibility of said traveler to more than one IC. However, a traveler may only have one routing list assigned to him/her. If sharing travelers among ICs, work with the Org Admin at the sharing IC to set the traveler routing list.
	Resources: Job Aid: Sharing Travelers

Traveler Actions

15.	**Does the traveler have the ability to edit documents?**
	Answer: No. If the traveler has changes to the document he/she must return the document to the planner and include the changes in the comments field.
	Resources: NBS Travel System Student Guide; Job Aid: Traveler Review and Certification of Documents; Slide Shows: Non Sponsored Travel Vouchers, Sponsored Travel Authorizations, Sponsored Travel Vouchers
16.	**How do travelers log on to the system to review their documents?**
	Answer: When a document is ready for the traveler's review, he/she will receive an email

	with a link to the NIH Portal. Travelers will log on to the NIH Portal to review and certify their documents. They can also use an NIH Portal Gadget to view and manage all of their travel documents.
	Resources: Job Aid: Traveler Review and Certification of Documents, Adding the My Travel Documents Gadget to Your Portal "My Pages"; Slide Shows: Non Sponsored Travel Vouchers, Sponsored Travel Authorizations, Sponsored Travel Vouchers
17.	**How do travelers complete the 348 Certification Checklist and HHS 348 Form?**
	Answer: The traveler will complete the Certification Checklist on-line after the sponsored travel Authorization has been prepared and routed. The traveler will sign the HHS 348 form on-line after the sponsored travel Voucher has been prepared and routed.
	Resources: Slide Shows: Sponsored Travel Authorizations, Sponsored Travel Vouchers
18.	**Are travelers required to sign hard-copy travel documents?**
	Answer: All travelers with access to NIH email can certify (sign) their documents electronically. All travelers who do not have access to NIH email (i.e. non-affiliates, advisory committee members) will have to sign a hard copy document.
	Resources: Job Aid: Traveler Review and Certification of Documents; Slide Shows: Non Sponsored Travel Vouchers, Sponsored Travel Authorizations, Sponsored Travel Vouchers

Sponsors

19.	**How do I know if the Sponsor for my trip is entered into the NBS Travel System?**
	Answer: You can perform a search for your Sponsor using the NIH Data Warehouse Helpful Lookups.
	Resources: Job Aide: Searching for Sponsors
20.	**How do I search for a Sponsor on the Sponsor screen in the NBS Travel System?**
	Answer: The system is looking for an EXACT match of the information you enter into the Sponsor Name search field. Use the asterisk (*) as a wildcard to bracket a major word or part of the sponsor name.
	Resources: Job Aid: Sponsors - Selecting and Allocating; Workflow: Requesting Sponsors
21.	**How do I add a sponsor to the NBS Travel System?**
	Answer: You will need to fill out the Adding a Sponsor to Customer Database Form, located in the Travel Users community on the NIH Portal. Follow the instructions for completing the form exactly, and then forward the form to the NBRSS - Customer Requests mailbox. The sponsor request should be processed by OFM in 24 to 48 hours.
	Resources: Job Aid: Requesting New Sponsors; Workflow: Requesting Sponsors
22.	**How do I allocate costs when a sponsor pays for a percentage of the lodging and the government pays for the remainder?**
	Answer: The best way to split the cost between the sponsor and the government would be by dollar amount and choose the dollars and cents split that most closely equals the percents needed. Allocating expenses by percent is available in the Travel Manager program; however, all expenses must be done by percentage, not just lodging. Another situation might be that the sponsor is paying lodging on specific dates but not others. In this case, lodging and/or meals can be allocated separately to the IC or sponsor by individual day.
	Resources: Job Aid: Sponsors - Selecting and Allocating

Approval and Routing

23.	**Can a reviewer or approver stamp a status (REVIEWED or APPROVED) to multiple documents at one time?**
	Answer: No. A reviewer or approver will be allowed to stamp only one document at a time.
	Resources: Job Aid for Approving Documents (not sure of title, but we can fix it for posting by the meeting)
24.	**What happens if a Travel Planner needs to change a document after it has been stamped and routed?**
	Answer: If the document has not been approved, open the document using the "Sign to Review Document" button (this pulls the document out of the routing), make desired changes and then re-route the document to all individuals.
25.	**What happens if a Travel Planner needs to change a document that has already been approved and sent to the accounting system?**
	Answer: If the document has been approved and trip details have changed, you will need to create an amended document, make the change and route it for approval.
	Resources: NBS Travel System Student Guide
26.	**What happens if the final approver selects the "Conditionally Approved" Status to Apply rather than "Approved"?**
	Answer: The document will stay stamped as Conditionally Approved and show an Awaiting Status for "Approved" by the approver in the Document Status screen. The final approver will need to go to Open Existing Documents to open the document and stamp it Approved from the Document Status screen.
	Resources: Reviewer/Approver Student Guide
27.	**What if my Approver's name is not showing up in the list of available Approvers?**
	Answer: Either the person you want to select as an Approver is not assigned to the Approver role, or your traveler's routing list does not contain this individual as an Approver. Contact your Org Admin to resolve this issue.
28.	**My Approver never received an email notification. What happened?**
	Answer: If no email notification is received, verify the Approver's email address in NED, which feeds the traveler profile.
29.	**Can the routing list be changed once the Travel Planner has stamped and routed the document? What happens if someone higher in the routing list tries to change the routing?**
	Answer: Only the Travel Planner can change the routing list. The Planner must open the document using the "Sign to Review Document" button (this pulls the document out of the routing), restamp the document prepared, check the stamp without adjustments box, and select the appropriate reviewers/approvers. The document will go back through the entire routing list.
30.	**Must there be a user assigned to every role in the routing list?**
	Answer: Yes. Every role must have a user. A "role" is identified by a double asterisk before the title; the role title is replaced with the name selected.
	Resources: NBS Travel System Student Guide
31.	**What is the number of days before a document will automatically move on to the next level in the routing list? Can this number of days be extended?**

	Answer: A document will automatically move to the next level of the routing list in 5 days, which is the number of days agreed upon by OFM and the NBS.
32.	**How do I know what routing list is assigned to the Traveler?**
	Answer: The Org Admin will be able to tell you which routing list is assigned to the Traveler by reviewing the Traveler profile.
	Resources: Org Admin Student Guide (for traveler profile information)
33.	**What happens if an individual is serving in more than one role (Reviewer and AO Approver)? Will this individual receive multiple emails?**
	Answer: If the person has been selected more than once for different roles, they will stamp it once and that stamp will be effective for each role.
34.	**How do I approve travel for travelers who do not have access to NIH email accounts? How do they sign their vouchers?**
	Answer: The Travel Planner must provide a hardcopy of the travel document to the Traveler to sign. The Travel Planner then sends the hardcopy to the Approver for review before Approver electronically stamps document approved. The Approver will need to pull up the document by opening the document, rather than accessing it through the route and review module.
	Resources: Slide show: Approving Travel for Non NIH-affiliated Travelers; Reviewer/Approver Guide; NBS Travel System Student Guide
35.	**Can a traveler be by-passed in the routing if a document has to be re-routed, particularly if it has been re-routed several times?**
	Answer: The document will automatically be re-routed to the traveler; however, if you want to by-pass the traveler, the approver can open the document and pull it out of the routing to approve it to prevent the travelers from having to sign the document again. If there are changes to the document that the traveler needs to see, we strongly recommend that you do not bypass the traveler.
36.	**After approval of the travel document, the traveler gets notified-why not the planner too?**
	Answer: The travelers receive an email notification when the travel authorization is approved, because they do not have access to the system. However, travel planners, reviewers and approvers have access to the system and can verify, through the system, the status of their travel documents.
	Resources: NBS Lab Day Guide (it highlighted email notifications)
37.	**Where do remarks/comments show up when the document is returned to the Planner?**
	Answer: Remarks and comments are displayed in the Document History section on the Document Status screen..
38.	**If it states the traveler has "certified" and as the review travels through the official authorized to approve a foreign travel request and a "conditional approval" appears on the list, is this enough for the "final" approver to accept and therefore, base his/her approval on what appears in the NBS system....or must a hard copy follow?**
	Answer: The electronic certification and conditional approvals are sufficient for the final approver to accept; however, the approver may want to view other hardcopy documents, such as travel receipts.

Other Authorizations

39.	**How do I know which Other Authorizations to select for my trip?**
	Answer: Other Authorizations are used to identify special circumstances that apply to a trip, such as Foreign Travel or AEA. You will know which ones to select based upon the details of the trip you are planning.
	Resources: NBS Travel System Student Guide
40.	**How can I enter remarks to explain why an Other Authorization was selected?**
	Answer: To add remarks for an Other Authorization, click the hyperlink for the selected authorization, type the comment, and then save the comment.
	Resources: NBS Travel System Student Guide; NBS Travel Lab Day Guide
41.	**How can you select Other Authorizations from a voucher if they were inadvertently not selected during the creation of the Travel Authorization (TA)?**
	Answer: You would need to create an amendment to the original Authorization, select the appropriate Other Authorizations and then re-route the document.
	Resources: N/A

Deleting/Canceling Documents

42.	**When should a travel document be deleted, and what are the steps to delete it?**
	Answer: If the document has a status of "Created" or "Prepared" it can be deleted from the NBS Travel System by the Planner, the Reviewer or Approver. Once a document is deleted, no audit trail remains. To delete a document, access the Delete Document link on the left toolbar, search for the traveler, and find the specific document to delete. Then click the red 'x' to delete the document.
43.	**When should a travel document be canceled?**
	Answer: If the document is in a status other than Created, Prepared or Approved, the Travel Approver must stamp the document Canceled to cancel the trip. A document can also be canceled by the NBS Project Team after it has been final approved, which will deobligate the initial obligation. A canceled document will remain in history with a "Canceled" status.
44.	**How do I cancel a document after it has been final approved?**
	Answer: To cancel a document after final approval, first contact the Help Desk to ensure that a ticket is created. Once you get your ticket number, email Kathy Chiacchierini on the NBS Project Team and provide her with the traveler's name, the number of the document to be cancelled, and the ticket number.

Opening/Adjusting Documents

45.	**I want to open a prepared Travel Authorization so I can print it, but I do not want to make any changes. Do I select Sign to Review Document or Get Document as View Only?**
	Answer: You must select the "Get Document as View Only" option. The "Sign to Review Document" option opens the document in edit mode and automatically creates an adjustment.
46.	**How come when an adjustment is made it has to go back through the entire routing**

	list?
	Answer: When you make an adjustment, the system is setup to re-route the document through the entire routing list so everyone can review and agree to the changes being made. As noted in question 35, the traveler can be bypassed in the routing list if the approver pulls the document from routing to approve it. If there are changes to the document that the traveler needs to see, we strongly recommend that you do not bypass the traveler.
47.	**What creates an adjustment? It appears that if you just go in to look at the document an adjustment is created.**
	Answer: Anytime you open a travel document using the "Sign to Review Document" button, and then close the document, an adjustment is created whether you change anything on the document or not.
	Resources: NBS Travel System Student Guide
48.	**What does Stamp without Adjustment mean and when should that block be checked?**
	Answer: The Stamp w/o Adjustment function should be used if a Planner or Approver opens a document by clicking on the "Sign to Review Document" button, but does not actually make any adjustments to the document. Remember, "Sign to Review Document" pulls the document out of the routing process, so it will need to be rerouted, even if no adjustment is made.
	Resources: NBS Travel System Student Guide
49.	**What is the difference between an adjustment and an amendment?**
	Answer: An adjustment is a change that is made to a document after it is stamped and routed, but BEFORE it is final approved. An Amendment is a change to a document that is made AFTER it is final approved.
	Resources: NBS Travel System Student Guide

Payment Methods

50.	**How do I know what Payment Methods to select when NIH is totally paying for the trip, when a sponsor is reimbursing NIH for an expense and when the expense is in-kind?**
	Answer: The Payment Method is dictated by how an expense is being paid, and a different payment method can be selected for each travel expense.
	Resources: Job Aid: Payment Methods; NBS Travel System Student Guide
51.	**What is the difference between GTA-Reimbursable and Sponsored-Reimbursable payment methods on the Ticketed Transportation Screen?**
	GTA Reimbursable is used when the sponsor reimbursing NIH for a ticket purchased through one of the Travel Management Centers Omega, AAA, Semont). GTA Reimbursement will also be used on the Expenses screen as the Payment Method for the TMC fee. Sponsored Reimbursable means that the sponsor is paying for a ticket that is not purchased through a TMC, but purchased directly by the traveler.
	Resources: Job Aid: Payment Methods; NBS Travel System Student Guide
52.	**When do you check reimbursable vs. taxable? Does reimbursable mean reimbursable to the traveler or reimbursement from a sponsor?**
	Answer: The Reimbursable box will be checked if the traveler will be "out-of-pocket" for expense and be paid back upon return. The Taxable box will be checked if the expense

	is taxable when reimbursed to the traveler (check with NIH Travel Policy Regulations). Both of these selections will default based on the payment method, so the planner should not need to check either option.
	Resources: NBS Travel System Student Guide (and maybe Job Aid: Payment Methods?)

Accounting Codes

53.	**How do I search for my CAN/Project in the NBS Travel System?**
	Answer: Change to a Different Organization, search an Organization's Code, and select "All". If you are searching on the CAN, you will also need to change your Search Criteria to "Project Name".
	Resources: Slide Show: Completing the Accounting Code Screen; NBS Travel System Student Guide; NBS Travel Lab Day Guide
54.	**What if I want to assign two different expenditure types (Object Classes) to the same Project Name (CAN)?**
	Answer: While in the Available Projects screen, select the same Project Name twice and then edit each Project Name with the appropriate expenditure type.
	Resources: Slide Show: Allocating Expenses to Multiple Projects; NBS Travel System Student Guide; NBS Travel Lab Day Guide
55.	**How will I know what value to select for the Expenditure Org?**
	Answer: All users will select the value "HN" for the Expenditure Org.
	Resources: Alert: Streamlined Data Entry in Expenditure Org field
56.	**How do I know what CAN is related to the Project Number, since only the Project Number appears on the Allocation screen and in my Travel documents?**
	Answer: A quick way to locate a crosswalk between CANs and NBS Project Numbers is to run the NIH Data Warehouse Helpful Lookup query, NBRSS Project Numbers. You do not need to be a registered NIH Data Warehouse user to run this query.
	Resources: Job Aid: Project/CAN Crosswalk
57.	**When do allocations to different CANs need to occur and what gets applied to the direct CAN vs. a reimbursable CAN?**
	Answer: Any trip that has expenses being paid by both NIH and one or more sponsors MUST have more than one Project Number (CAN). That is, one Project (CAN) that is for direct expenses, and one that is for reimbursable expenses. All sponsored travel expenses MUST be charged to a reimbursable Project.
	Resources: Slide Show: Allocating Expenses to Multiple Projects
58.	**When does the Sponsor block get checked for a CAN?**
	Answer: The travel planner must place a check in the Sponsor checkbox on the line for the reimbursable Project (CAN). The next step is to select the Allocate Link and allocate expenses between the multiple Projects accordingly.
	Resources: NBS Travel System Student Guide
59.	**How do I complete the accounting code information for a trip that is totally Sponsored In-Kind? Which CAN should I select - Direct or Reimbursable?**
	Answer: It is highly recommended that you select both a Direct and a Reimbursable Project (CAN) for all sponsored trips. On the Expenses screen, you will need to enter a miscellaneous expense of $50.00, with a Payment Method of "Other". Enter all other trip costs using the Payment Method "Sponsored In-Kind. On the Accounting Code

	screen, allocate the $50.00 miscellaneous expense to your Direct Project. Having this allocation will enable you to open up an obligation on the Direct Project, in the event that the IC ends up having to incur some expenses for the trip. You can remove the Direct Project from the Voucher if the sponsor ends up paying all costs.
60.	**Can I change the CAN on a voucher?**
	Answer: Not without creating an amendment to the original Authorization. The Project on the Voucher must be the same as the Project on the Authorization.
	Resources:

Lodging/M&IE

61.	**How is travel across the international dateline being handled for Lodging/M&IE?**
	Answer: There is a special process for entering Lodging/M&IE when travel occurs across the international dateline. This process is detailed in the International Dateline job aid.
	Resources: Job Aid: International Dateline
62.	**Can you enter any amount in the Lodging field or will it stop you from entering too much?**
	Answer: The system will stop you from entering any amount over the government rate, unless you select conference room rate or AEA. For conference room rate, you will get an error if you enter any amount over the rate specified for the conference (up to 125 percent), and for AEA you will receive an error for any amount over 300 percent.
	Resources: NBS Travel System Student Guide
63.	**When working on a voucher, why are lodging amounts reset to zero?**
	Answer: Since Lodging amounts are rarely the same as the per diem, the actual receipt amounts from the trip need to be entered on the voucher.
64.	**How do I change the payment method for lodging?**
	Answer: After selecting a record to edit you will be in the Update Lodging and M&IE Expenses screen. Click on the Options button in the Lodging section and select the correct Payment Method from the drop down menu.
	Resources: NBS Travel System Student Guide; NBS Travel Lab Day Guide
65.	**How do I change the payment method for M&IE?**
	Answer: After selecting a record to edit you will be in the Update Lodging and M&IE Expenses screen. In the 'For this Document you Can' section, click on Override, then on the next screen, click on Options and select the correct Payment Method from the drop down menu.
	Resources: NBS Travel System Student Guide; NBS Travel Lab Day Guide
66.	**When putting XXX in the BLD for meals covered in-kind, how do you get the amount of the meals covered in kind to show up on the HHS-348?**
	Answer: If the M&IE is Sponsored In-Kind, you do not select that BLD are provided. Instead, you click the Override Lodging/M&IE button, select Options, select the Sponsored In-Kind payment method and save your changes. This will indicate that all of M&IE is sponsored in-kind, and these amounts will appear on your travel document.
	Resources: NBS Travel System Student Guide; NBS Travel Lab Day Guide
67.	**Why do conference lodging and AEA fail the pre-audit?**
	Answer: Selecting Actuals or Conference Rate on Lodging/M&IE screen creates FAILS on the pre-audits to alert the Travel Reviewer/Approver to look closely at those days to

	ensure amounts are correct.
68.	**Why do the AEA amounts appear on the first page of the travel authorization?**
	Answer: This is a bug in the NBS Travel System that we are working with the software developers to resolve. You can ignore the AEA amounts on the first page of the travel authorization.

Sending Documents to the Travel Management Center (TMC)

69.	**Does the TMC need the entire Travel Authorization, or can I send just the first page?**
	Answer: The TMC needs the entire Authorization.
	Resources: Workflows: All the ones for Travel Authorizations indicate that the PDF must be sent to the TMC.
70.	**Will the TMC accept "Conditionally Approved" Travel Authorizations?**
	Answer: No. Authorizations must be "Approved".
	Resources: Travel Authorization Workflows.
71.	**How does the TMC know that a traveler is authorized to leave from a departure city that is different from the resident address?**
	Answer: The Travel Approver has approved the trip and any special travel arrangements should appear in the remarks/comments section of the PDF. You can also manually enter this information in the Depart field on the Itinerary screen.
72.	**How does the TMC know which cities the Traveler is authorized to travel to if all of the cities listed in the itinerary section that are not official stops on the travel reservations?**
	Answer: The itinerary section displays where the traveler will be staying and determines the per diem rates. Some of these locations do not have airports and a traveler must fly into a different city and then travel to their final destination. If the trip has special travel arrangements, the Travel Planner should indicate those on the Comments screen.
73.	**Do we need to include a cover sheet with contact information to the TMC?**
	Answer: Yes. This information is helpful for the TMC to know who to contact with questions.
74.	**What additional documents does the TMC need?**
	Answer: The TMC requires a signed Foreign Flag carrier form (because this is not a delegation) and an unsigned Attachment 8, Premium Class Authorization. Both authorizations must be selected from the Other Authorization Screen and this will appear in block 5 of the TA. The travel planner also needs to enter remarks to justify the use of both and these will appear in block 8 of the TA.
75.	**How will the TMC know the appropriate Other Authorization signatures are in place?**
	Answer: The PDF print out of the Travel Document contains a listing of the Other Authorizations assigned to the travel document. The ICs have set up routing based on the Other Authorization and specifics for each trip. The TMC is looking for an Approved signature on the final page, which will indicate that all necessary parties have reviewed and approved the trip.

Miscellaneous

76.	**How do I select a per diem for a location that is not on the drop down location list?**
	Answer: If the Unlisted Location is for a foreign destination, on the Select Per Diem

	Location screen, select the Country from the State/Country drop down menu and select Other from the Location drop down menu. If the Unlisted Location is for a domestic location, check the Unlisted Location box on the Add Per Diem Location screen and then select a state from the State drop down menu. Save your settings.
	Resources: Job Aid: Selecting the Per Diem Location
77.	**Can the Edit Lock feature be removed from the system?**
	Answer: No. Edit Locks occur when a document is closed incorrectly and protects the document by saving the work. Select Close Document to avoid Edit Locks.
	Resources: NBS Travel System Student Guide
78.	**When should preset comments be applied? How can you prevent any typed comments from being wiped out by the preset comments?**
	Answer: Select Apply Preset Comments before entering your own comments. If you enter your comments prior to selecting the preset comments, you will need to: a) copy your comments by highlighting the text and pressing the [Ctrl] and [C] keys on your keyboard, b) apply the preset comments and c) place your cursor at the end of the preset comments and then paste your original comments back into the field by pressing the [Ctrl] and [V] keys on your keyboard
	Resources: HPOC Common User mistakes
79.	**Do I need to itemize all of my expense on the Expense Entry screen when I am creating a Travel Authorization?**
	Answer: This is an IC-specific decision. It is highly recommended that you itemize expenses on the authorization.
80.	**What do I need to do if I am able to log into the portal, but cannot access the NBS Travel System?**
	Answer: For access issues, contact the NIH Help Desk.
	Resources: Job Aid: Accessing the NBS Travel System via the NIH Portal
81.	**What are the pre-audits looking for and what causes them to fail? What do I do if my document fails a pre-audit?**
	Answer: Pre-Audits FAIL as an alert to the Travel Planners, Reviewers, and Approvers that something may need to be fixed or verified since it deviates from the norm. The document may still be routed.
82.	**Is there a way to determine the payment schedules for payments to travelers?**
	Answer: Payment to travelers come from the OFM Travel Office and may vary depending upon their workload.
83.	**What is the Gelco timeout set to?**
	Answer: Gelco will timeout if a user is inactive for one hour.
84.	**Why is a trip to Hawaii treated as foreign travel?**
	Answer: Hawaii and Alaska default to Foreign locations since the Per Diem rates are based on OCONUS.
85.	**How are new Planners, Approvers and Reviewers given access to the NBS Travel System?**
	Answer: The Org Admin will need to complete the NBS Account Request form and select the appropriate role for the individual being granted access.

86.	**How do I know who has access to the NBS Travel System within my IC?**
	Answer: The NBS Management Center submits a "Current Users Report" to the EOs on a quarterly basis.
87.	
88.	